

Sweet Karoline's Cakes Technical Systems	Version: 1.0
Use Case Specification: Cancel Completion Date	Date: 10/12/2018
Very Good Company	Use Case ID: H001

Use Case Specification: Cancel Completion Date

1. Cancel Completion Date

1.1 Brief Description

This use case describes how a customer would go about cancelling their cake order.

2. Flow of Events

2.1 Basic Flow

1. Customer decides to cancel their order.
2. Customer goes to Sweet Karoline's Cakes website to obtain Karoline's email or phone number.
3. Customer notifies Karoline Gardner through email or by phone.
4. Karoline logs into scheduling system.
5. Karoline locates the appointment on her list.
6. Karoline clicks the "Mark As" drop down box.
7. Karoline marks the appointment as cancelled.
8. Karoline clicks on the "Cancelled" appointments tab.
9. Karoline deletes the appointment from the list.

3. Pre-conditions

3.1 Customer has completed a quote request form.

3.2 Customer has scheduled an appointment date and time.

3.3 Karoline has approved of the original requested date and time of completion for the order.